

TRANSPORTATION NEWS IN BRIEF

The Division of Motor Vehicles is, for most of us, the face of this department. The DMV processes millions of transactions every year with efficiency and focus. Despite the need for increased productivity, the DMV staff never loses sight of their primary objective—to serve customers and to serve them well. By listening to and surveying customers regularly, DMV manages with flexibility, concentrating resources in the areas where they are most needed. This division has developed valuable partnerships with the private sector because it realizes the importance of not going it alone. The DMV serves as a model for the rest of the department. In the end, the real winners are our customers. I am proud of all the staff in DMV has accomplished and look forward to watching them serve customers even more efficiently in the future.

Secretary Frank Busalacchi

2002 DMV fast facts

Driver services

- ✓ Issued 938,083 regular driver licenses
- ✓ Issued 115,626 regular instructional permits
- ✓ Issued 23,778 motor cycle instruction permits
- ✓ Issued 16,864 commercial instruction permits
- ✓ Conducted 343,980 written knowledge/sign tests
- ✓ Conducted 136,640 driving tests
- ✓ Issued 60,557 GDL's

Vehicle services

- ✓ Issued 1,760,201 license plates
- ✓ Processed 4,176,599 vehicle registration renewals
- ✓ Issued 2,067,412 vehicle titles

Individual services

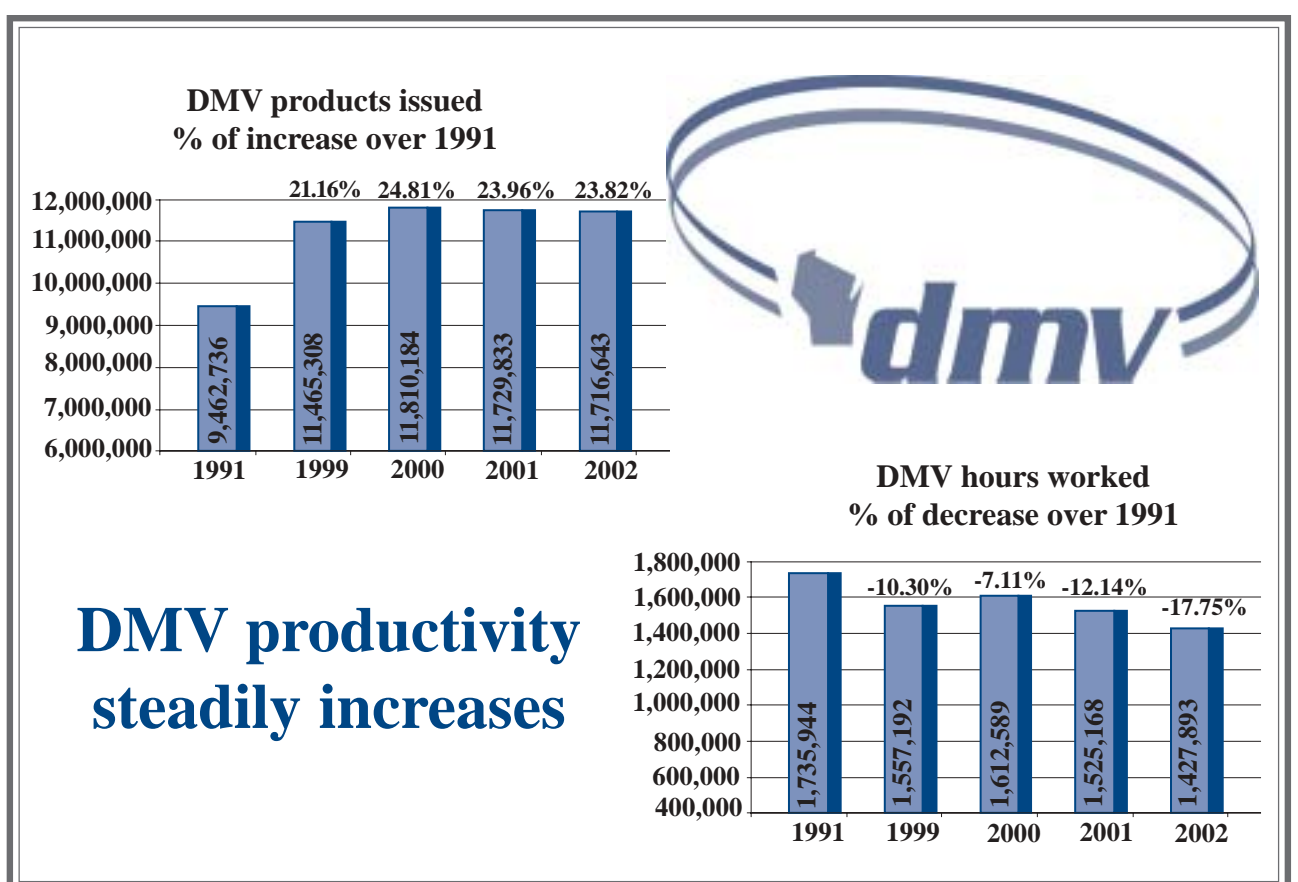
- ✓ Issued 129,190 disabled parking ID cards
- ✓ Issued 162,978 ID cards
- ✓ Issued 29,445 occupational licenses
- ✓ Processed 1,019,170 citations/convictions
- ✓ Processed 137,513 accident reports

“DMV fast facts” continued on page 8

DMV partnerships streamline processes, improve productivity and strengthen customer service

Partnerships are an essential part the Department of Transportation's (WisDOT), Division of Motor Vehicles (DMV's) formula for success. Solid partnerships with third parties allow the division to cut costs, provide additional services and choices for its customers and reduce workload.

In spite of staff cuts, the DMV's productivity steadily increased over the last decade and continues to increase. The products issued to customers grew by more than 10% while the staff hours worked to deliver these products decreased by more than 10%. This is due, in large part, to the excellent partnerships that have been established with public and private agencies around the state. Partnerships with outside vendors help DMV to reduce vehicle emissions, test commercial drivers and title and register vehicles.



Vehicle emissions reduced, convenience increased, customers satisfied

The Wisconsin Vehicle Inspection and Maintenance (I/M) Program began in 1984. The Wisconsin Department of Transportation (WisDOT) and the Wisconsin Department of Natural Resources (DNR) cooperatively administer the program to meet federal clean air standards in seven counties in southeastern Wisconsin: Sheboygan, Milwaukee, Racine, Kenosha, Waukesha, Washington and Ozaukee.

I/M testing program goals:

- ◆ Identify and repair vehicles emitting excessive amounts of targeted air pollutants
 - carbon monoxide (CO),
 - nitrogen oxides (NOx),
 - volatile organic compounds (VOCs)
- ◆ Reduce vehicle emissions of particulate matter and toxic chemicals, encourage routine vehicle maintenance and help protect vehicle owners' warranty coverage.

Convenience

DMV's goal is not only to clean the air, but also to make testing as convenient as possible.

To do this, it has partnered with a nationally respected vendor. Envirotest Wisconsin, Inc. conducts emission tests at 12 convenient locations. Approximately 800,000 tests are conducted each year, and Wisconsin's is one of the most successful programs in the nation. DMV's partnership with Envirotest offers customers:

- Extended hours.
- Additional diagnostic services provided by highly-trained technicians.
- The opportunity to renew license plate registration at the inspection sites. Around 250,000 vehicle owners took advantage of this service last year.
- Newer, more cost efficient testing mechanisms.

Shorter waiting times

The I/M program developed procedures to ensure that customer wait times are minimized.

The average time customers waited for a test in 2001 was slightly less than 9 minutes.

“Vehicle emissions” continued on page 6

Customer service drives DMV

Customers are front and center with the Wisconsin Department of Transportation's Division of Motor Vehicles (DMV). DMV serves more customers with less staff than ever before. The key to success is simple: measure the satisfaction of customers and use the results to effectively manage resources.

DMV proactively pursued customer feedback for years - through surveys, telephone reports and comment cards. The Customer Satisfaction Index (CSI) was developed in 1998 to measure overall customer satisfaction and to develop better and faster service.

Performance and customer satisfaction measurements are taken in key areas. Monthly measurements are compared against an established set of criteria for each of those areas. Any area scoring above seven is providing good customer service; any area scoring below seven needs careful examination, so improvements can be made.

DMV services measured

- Counter
- Telephone
- Driver record updates
- Mail - titles/plates

Electronic and third party vendor services measured

- Electronic: record updates
- Electronic: license plate renewals (phone, Internet)
- Third-party vendor: license plate registration renewals, titles, driver abstracts
- Telephone: automated self-service

“ Pat (Doherty), the lady who helped us was so very efficient! We just couldn't believe how the whole process went so quickly. We thought we would be there for hours. Thanks Wisconsin - you do it right. ”

*Ken and Susan Burzynski
New to Wisconsin - served at the Superior DMV service center*

CSI identifies and corrects problems

Customer Satisfaction Index (CSI) reports are designed specifically to report how DMV is meeting its customers' service expectations. Data is collected and scored measuring the level of service provided in each identified service area. The objective is not to use the CSI exclusively for the reallocation of staff or resources, but also use it to provide the bigger picture, primarily, how the division as a whole provides services to customers. Reports are used to give the division the opportunity to be proactive by identifying and correcting problems before they reach crisis mode.

The CSI is a management tool used either to support what DMV needs for resources or to celebrate successes.



Vision testing at a DMV service center is necessary for driver license renewal

Customer expectations set the standard

Acceptable service delivery times are not arbitrarily set by DMV managers, rather, the customers set the bar. Based on continuous feedback solicited from customers levels are set and measured. Needs are better met if customers dictate what's acceptable. The lines of communication are constantly open, and the process is very fluid.

DMV staff service delivery goals

- Counter service – 80% of customers are served within 20 minutes.
- Telephone – 90% of customers are served within two minutes.
- Driver record updates – 90% are done within two weeks.
- Mail (titles/plates) - 90% of applications are completed and products delivered within 30 calendar days.

Electronic and third party vendor service delivery - goals

- Electronic: record updates – 90% are complete within 24 hours.

- Electronic: registration renewals (phone & Internet) – 90% of the products are delivered in seven calendar days.
- Third-party vendor registration renewals – 90% of the work is done within 10 calendar days.
- Third-party vendor titles – agent will process 85% of the transactions in 14 days or less.
- Third-party vendor and telephone self-service – the service is available to customers for a total of 130 hours per week: 6 a.m. to 2 a.m. Monday through Friday, 6 a.m. to midnight on Saturday, and noon to midnight on Sunday.

Road test scheduling is easier and convenient

The Automated Road Test Scheduling (ARTS) system made its debut on the WisDOT Web site two years ago. The DMV launched the ARTS site making it possible for drivers to schedule, reschedule or cancel a road test appointment online.

There are many advantages to scheduling a road test online

- Available 24 hours a day, 7 days a week.
- ARTS is simple to use.
- The test scheduler can find the most convenient time and location.
- ARTS makes it easy to reschedule or cancel an appointment.
- Appointment date, time and location can be printed as a reminder.
- An appointment can be scheduled up to 11 weeks in advance.

Drivers need to provide:

- a social security or driver license number and date of birth.

Wisconsin was the first state to offer this service.

For those without Internet access, tests can be automatically scheduled in much the same manner with the use of a touch-tone phone.

“ The Division of Motor Vehicles is committed to serving all of its customers effectively and efficiently, and the Automated Road Test Scheduling (ARTS) is just one more way that we can do that. ”

*Bev Larson,
Acting DMV Division Administrator*

“ CSI's the most effective performance measure we have. In a time when doing more with less is an absolute necessity, we are fortunate to have this process already in place. DMV and it's partners serve over 50,000 customers a day. Each one deserves to be treated with kindness and speed, making their experience a good one. That's what it's all about. ”

*Bev Larson,
Acting DMV Division Administrator*



Test security and integrity increased

Automated Knowledge Testing (AKT)

A critically important role of the DMV is to test and license Wisconsin drivers. All new driver's license applicants must complete both a written knowledge test and a behind-the-wheel test. Annually, around 30,000 of the written tests are currently administered through the cooperative driver-testing program in more than 300 high schools; around 344,000 written knowledge/sign tests are administered at DMV service centers where drivers take an easy-to-use, online written test. Tests are randomly generated and feedback is instant.

Automation has other advantages as well. The test can also be administered orally for the reading impaired through the use of a headpiece or phone-like handset. The test is offered in a number of languages, making it easier for customers new to this country.



No waiting in line with queuing system

Service is automatic with QMATIC

The DMV serves thousands of people each day at customer service centers around the state. In an effort to handle the type of volume seen at the larger centers, DMV uses a queue system called QMATIC.

With QMATIC, the

- Customer is directed to the QMATIC ticket dispenser
- Customer chooses the type of transaction needed by pushing a button on a display board.
- Customer receives a ticket that provides him/her with a number as well as the estimated waiting time for the type of transaction chosen.
- Display boards indicate which number is next; the system automatically calls the customer.

Customer service is as close as a keyboard



DMV dealer publications go electronic

Printed publications, no matter how useful, are often quickly dated and expensive to produce. To save time, money and better serve

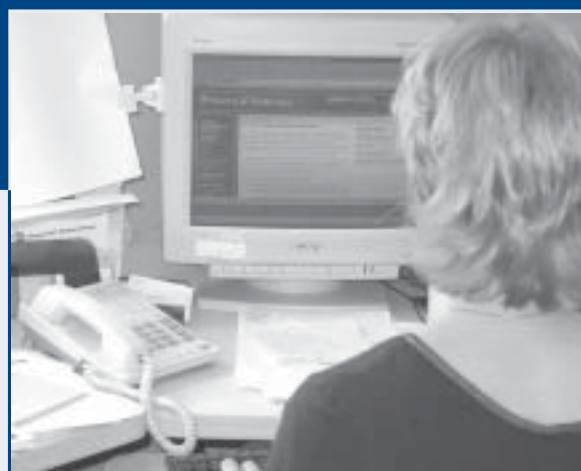
customers, the DMV Dealer Section is going online with some of its most popular references.

The **Wisconsin Dealer Directory** lists all licensed retail motor vehicle dealers, wholesalers, distributors, motor vehicle auction dealers, manufacturers, and salvage dealers. The directory also lists plates issued to finance companies, transporters and trailer dealers. An invaluable resource for local law enforcement, State Patrol, courts, libraries, state agencies and a variety of other businesses. The online directory remains current as updates are added every two months.

The **Non-valid Buyer Identification (BID) Card Directory** lists all BID cards that become invalid before the expiration date. A BID card is needed to purchase a vehicle at a salvage pool. The online listing will help to ensure that salvage pool customers are properly validated.

The **Out-of-Business Dealers Directory** lists all dealerships that go out of business prior to the license expiration date shown on their license certificate. The directory helps improve the auto auction processes and ease workload at the DMV because auctions will immediately know whether or not a bidder is authorized to buy at a vehicle auction. The directory is updated every other month.

What's New for Dealers and **What's New for Auctions** – An online monthly listing of articles of interest to dealers, auctions and motor vehicle salvage pools, including new trends, law changes and alerts.



Record requests fulfilled online

The Division of Motor Vehicles (DMV), Revocations and Suspensions Section, certifies driver records for use in court cases.

Requests come from law enforcement officers, district attorneys and public defenders.

In the fall of 2002, DMV staff and the Department of Justice (DOJ) created an easy-to-use Web form for record requests on the WILENET (Wisconsin Law Enforcement Network). Requests are electronically transmitted to the DMV each night and displayed in an image system for DMV staff. Law enforcement officers, district attorneys and the courts have access to the WILENET. DMV also worked with the Office of Public Defenders to create a similar form for their requests. That data is also transmitted to the DMV electronically.

Users sent 400 requests via WILENET in January 2003. That number jumped to 856 for April 2003. During April, the first full month of operation of the system that serves the Office of Public Defenders, DMV received 399 requests from their Web site.

The DMV phased out e-mail requests in June 2003. Such requests are more time consuming to all parties. In an effort to expedite record requests, the DMV encourages eligible WILENET and Office of Public Defender users to use online services.

Transportation In Focus

APPS is tops with customers

Wisconsin's Automated Processing Partnership System (APPS) is a private-public partnership with dealerships, financial institutions, fleets and other business partners who, as agents of the Wisconsin Division of Motor Vehicles (DMV), title and register vehicles for themselves or their customers.

The overall goal of APPS is to provide more options for customers to receive efficient and convenient service.

Electronic processing is key

An agent electronically processes title applications and vehicle registrations and issues license plates, decals, and certificates of registration from the agent's place of business. Transactions are completed through computerized systems, which communicate with DMV through a private vendor's host computer. Funds are transferred electronically from the agent to the DMV.

Extra charge for service is worth it

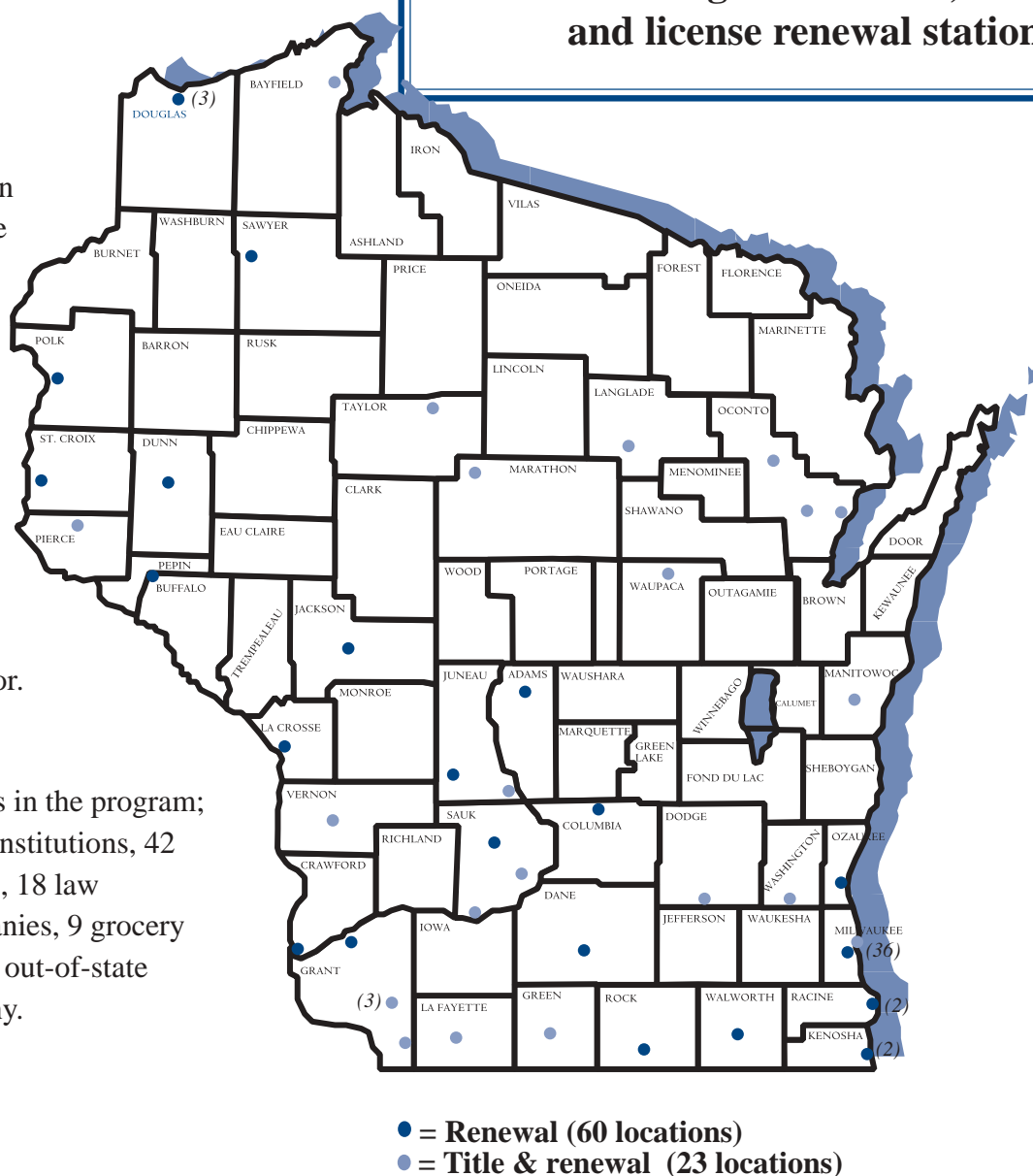
An agent may charge a customer up to \$17.50 for processing a title transaction and up to \$10 for processing a renewal transaction. This processing fee, which is in addition to the normal DMV fees due, is split between the agent and vendor.

Popular program continues to grow

As of December 31, 2002, there are 758 agents in the program; 488 auto and light truck dealerships, 130 financial institutions, 42 financial service centers, 42 motorcycle dealerships, 18 law enforcement agencies, 11 auctions, 9 leasing companies, 9 grocery stores, 5 county clerk offices, 2 rental companies, 1 out-of-state dealership, and 1 private central processing company.

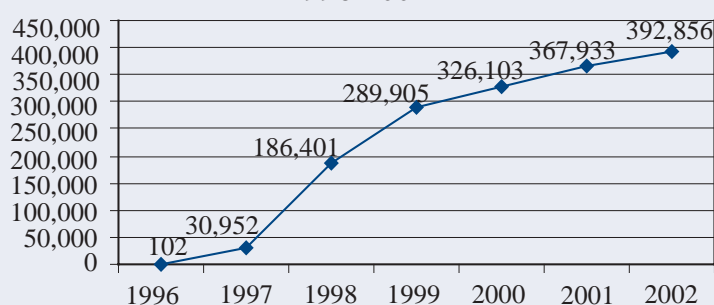
Wisconsin's Automated Processing Partnership System (APPS)

Walk-in agent locations, title and license renewal stations

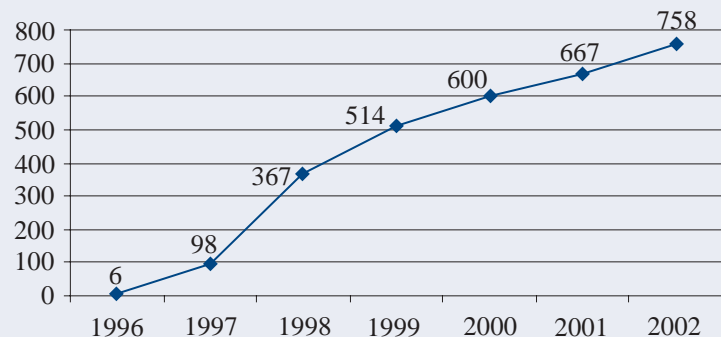


Customers embrace APPS... the proof is in the numbers

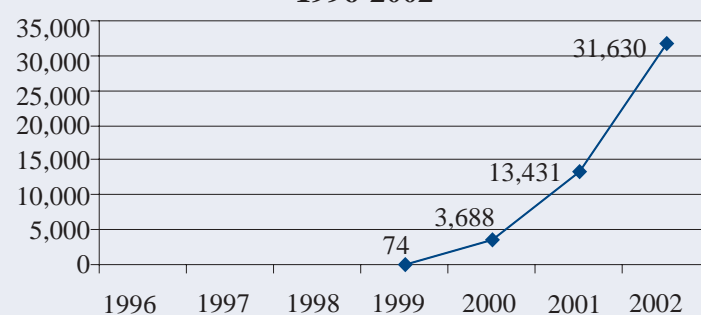
Title applications processed
1996-2002



Number of APPS agents
1996-2002



Renewal applications processed
1996-2002





complaints to the Division of Motor Vehicle Dealer Section each year” notes DMV Acting Administrator, Bev Larson. “Dealers themselves file the majority of the complaints regarding competitors’ misleading or questionable ads, so this program has strong industry support and should result in fewer complaints and happier car buyers.”

Based on a successful model used for years in the Greater Milwaukee area by the Auto Dealers Association of Mega Milwaukee (ADAMM) and the UW Milwaukee Center for Consumer Affairs, the WATDA advertising program will provide Wisconsin auto dealers that are members of the association with the following services:

- o Dealers may have their ads reviewed before publication to ensure compliance with Wisconsin laws and WATDA advertising standards.
- o Dealers may request a review of a competitor’s ads.
- o Dealers may register complaints against other dealers they suspect of running false or misleading ads. Those complaints will then be mediated.

The program’s benefits are numerous: improved auto dealer advertising, self-regulation of the industry, fewer complaints that require DMV involvement and voluntary compliance without the need for penalties. Cases where dealers fail to solve an advertising complaint through CCA mediation will be referred to the WisDOT DMV Dealer Section or appropriate regulatory authority for disciplinary action. Consumer and non-member auto dealer complaints will still be investigated and handled by the DMV; however, with the implementation of this program, more complaints will be handled up front, resulting in higher efficiency and better consumer protection.

DMV Dealer Services completed 719 dealer inspections; investigated 1,645; consumer complaints; issued 2,911 dealer licenses in 2002

Right Way program recognizes auto dealers who do business the right way

“One bad apple can spoil the bunch,” or so the saying goes. For every shady auto dealer, there are hundreds that provide excellent service, good prices and sound advice. The staff in the WisDOT Dealers Section work with them every day. To recognize excellence, it implemented the *Right Way* program.

Each quarter a dealership is selected for the Right Way Award. Dealerships receiving the award are honored for numerous reasons including, but not limited to, excellent record keeping, resolving customer complaints swiftly and satisfactorily, handling transactions with speed and efficiency and actively supporting the community in which they do business.

Recipients are chosen quarterly. Media representatives from the local community are notified and encouraged to attend the award presentation.

Unique partnership should result in improved advertising for car buyers

Consumers shopping for cars know that ads for new and used cars have a lot of fine print and can be confusing. But a new advertising review program launched earlier this year by the Wisconsin Auto and Truck Dealers Association (WATDA) in conjunction with the UW Center for Consumer Affairs (CCA) should help take some of the mystery out of the process and result in fewer misleading or untrue ads. “False or misleading advertising is one of the top ten consumer



Electronic citations will increase efficiency and reduce workload

Paper citations are soon to be victims of the information superhighway. The Consolidated Court Automation Project (CCAP), the Division of State Patrol (DSP), and the Division of Motor Vehicles (DMV) have worked for a number of years to develop electronic citations. Currently, the DSP uses software to issue citations from laptop computers and provides a disk to the circuit courts, so they can update their databases. The courts, in turn, pass it to the DSP and the DMV via the Web.



DMV is developing an electronic citation for Wisconsin, using TraCS (Traffic and Criminal Software). This software is available to law enforcement agencies at no cost and was created under a federally funded project in Iowa. The TraCS citation will be part of a suite of forms, which will include a crash report and a warning notice. DMV is working with an advisory committee of law enforcement officers to develop and test the TraCS citation. It is expected that the citation will be available by fall of 2003.

Transportation In Focus

Commercial drivers' test examiners provide quick, convenient testing at more than 100 locations

In a little more than a decade, commercial drivers' test examiners have gone from conducting 33% of the commercial vehicle driver skills tests to conducting 92%. Third-party examiners provided more than 12,000 of the 13,000 commercial skills tests drivers took last year. The partnership between the DMV and third-party examiners is a real success story.

The Commercial Motor Vehicle Safety Act of 1986 (1989 Wisconsin Act 105) established a classified driver license system. The law was passed to reduce or prevent commercial motor vehicle accidents, fatalities and injuries by:

- Improving driver quality.
- Removing problem drivers from the road.
- Ensuring that each driver has just one license.
- Conducting tests according to the class of vehicle the driver intends to operate.

To meet increased demand for commercial driver testing, Administrative Rule Trans. 115 established policies and procedures to authorize persons, other than employees of the Department of Transportation, to conduct the required commercial driver license skills tests.

Customer benefits:

- Convenience - daily skill test appointments are available at most third-party test locations compared to waiting several weeks at their local DMV service center.
- Test routes, in many instances, start from the customer's parking lot.
- By traveling to the customer's place of business, the third-party examiner frees up another employee of the company



Motor vehicle service centers are located in each of Wisconsin's 72 counties

who would normally accompany the driver if they go to a DMV service center for testing.

- Third-party examiners offer over 150 different test sites statewide.

Third-party examiners receive the same training as DMV examiners at Fox Valley Technical College in Appleton. Third-party examiners can charge up to \$70 for a CDL skills test compared to \$20 at DMV service centers. DMV has an excellent audit process in place where it can co-score with third-party examiners on an actual CDL test. DMV auditors ride on an actual skills test and observe the driver and the third-party examiner. DMV annually visits every third party company

and inspects all testing paperwork to ensure compliance with state and federal testing guidelines. Third-party examiners are required to have two years of licensed experience operating the class(es) of commercial motor vehicles they want to test. This gives them valuable experience in understanding limitations of the vehicle and driver.

Without third-party examiners, DMV could not begin to serve CDL customers quickly.

DMV representatives conduct required in-service training for all third-party examiners every other year. Failure to participate results in denied renewal for the following calendar year.

“Vehicle emissions” continued from page 1

This is a small improvement over the 2000 average waiting time despite the 8% increase in volume. In 2000, customers waited slightly over 9 minutes for a test. While there are many factors that affect waiting times, it is felt that the introduction of the OBDII test in July, a more efficient testing process, improved the overall waiting time for the year.

The introduction of Web cameras means that customers can check wait times and car queues by going online at www.wivip.com/.

Envirotest partnership is cost effective

At the same time, this partnership keeps costs down. Vehicle emission inspections

cost around \$15 in Wisconsin, compared to a national average of more than \$22.

Customers are satisfied

Of motorists surveyed:

- Over 60% are tested within 5 minutes of arriving at the station; almost 80% are tested within 10 minutes.



- Over 90% find their wait time to be acceptable.
- Over 70% find service to be excellent, while almost 95% find service to be good or excellent.
- Over 70% rate station appearance as excellent, while over 95% find station appearance to be good or excellent.



It adds up to cleaner, healthier air for Wisconsinites

Annually, the I/M program prevents more than 40,000 tons of carbon monoxide and ozone-forming hydrocarbons from entering the air. It is an important reason why the federal air quality standard for carbon monoxide - which was exceeded 35 times between 1977 and 1984 - was not exceeded even once after 1984 when testing began. Last year the program reduced summer weekday

- ozone-forming volatile organic compound emissions by 19 tons (29%).
- carbon monoxide emissions by 204 tons (36%).
- oxides of nitrogen emissions by 18 tons (14%).



DMV and motor carriers keep Wisconsin on the move

Permitting process for large, heavy loads is getting simpler, more convenient

Oversize/overweight (OS/OW) permits provide for safe and efficient movement of oversize/overweight vehicle and loads. Examples of such loads are mobile homes, cranes, garbage and refuse.

DMV has a number of convenient options for commercial drivers to obtain an OS/OW permit.

- Go through a commercial permit service,
- Obtain single trip permits over the telephone,
- Download the permit form from the Internet and mail it in or visit the permit counter.
- Apply on the Internet with prior approval.

The Oversize/Overweight Permit Automation Project is on schedule to be completed by June 2004. It uses the best available technology to reduce turnaround and staff time. When complete, it is anticipated that the automated system will issue 50% of all permits via the Internet.

Progress continues. In 2000, the Internet interface for online permit application was developed, making it WisDOT's first extranet application. The online application program increases accuracy in permit requests and requires less staff time. To date, over 1,800 single trip permits have been automatically

issued with this prototype system. The last phase of the project will include continued technical enhancements to expand the number and type of permits that customers may apply for and receive on-line.

Open lines of communication keep DMV and motor carriers on the same road

The Motor Carrier Advisory Committee (MCAC) advises WisDOT on issues impacting the motor carrier industry in Wisconsin. The committee serves to:

- Promote communication between WisDOT and the motor carrier industry.
- Obtain the industry's perspectives and concerns about WisDOT policies and initiatives.
- Provide a forum for the exchange of information and ideas.

The MCAC meets two to three times per year and is comprised of representatives from the motor carrier industry, legislature and WisDOT involved with motor carrier issues. Meeting schedules work around the budget and legislative calendars, allowing the committee to meet shortly before or after significant budget or legislative actions occur. The MCAC provides valuable input on many topics and serves both the department and the industry. It's a win-win partnership and an effective way to manage complex issues ensuring that parties are working collaboratively to achieve good communication.

CVISN moves commercial vehicles into the 21st century

Commercial Vehicle Information Systems and Networks (CVISN) is a public/private effort to use technology to exchange information between motor carriers and

Commercial Vehicle Operations (CVO) agencies, regional clearinghouses and national databases. Additionally, the program will establish the infrastructure to enable electronic transactions. Basic CVISN capabilities should be completed late this year in Wisconsin.

CVISN will benefit Wisconsin

- Work is under way to allow interstate carriers to use the Internet to apply for and receive vehicle registration, and file fuel tax returns...faster service that will be available outside of normal office hours.
- A data exchange hub is being developed to make up-to-date credential and safety information available to enforcement officers, allowing them to focus their efforts on non-compliant carriers and drivers.
- DMV is now exchanging interstate carrier registration fees and information with other states through an electronic clearinghouse resulting in a big reduction in paperwork and staff time.

In addition to DMV, the divisions of State Patrol, Business Management and Transportation Infrastructure Development all have a hand in making CVISN a reality. The effort is further championed by the Wisconsin Motor Carriers Association, the Federal Motor Carrier Safety Administration. Strong partnerships make CVISN a reality.



Tips for DMV service center customers

Best time

- The best days to visit a DMV office are mid-week - avoid Mondays and Fridays.
- The best time to visit a DMV office is between 9:30 a.m. - 11:30 a.m. or 2 - 4 p.m. (Check locations and hours for the office you plan to visit at www.dot.wisconsin.gov/about/locate/dmv/scmap.htm.)
- Avoid the first and last of the month and the day after a holiday.

Save more with mail

- Save \$3 by mailing in your license plate renewal, or \$5 by mailing in your title application.

Online or phone

- Renew with your Visa, MasterCard or Discover Card. Use the online license plate renewal www.dot.wisconsin.gov/drivers/vehicles/online.htm or your touch-tone phone. Call 1-800-236-7368 for telephone renewal. Your credit card will be charged an additional \$2.50 fee for either of these services.

DMV partners offer services

- Automobile and light truck plates can be renewed at a vehicle emission inspection station, whether or not an emission test is required for your vehicle. The lines are shorter, and they have Saturday and evening hours.
- There are several third-party agencies and businesses around the state who can provide title, registration and/or registration renewal services for walk-in customers.

DMV reaches out to Hispanic community

Effort is concentrated in areas of the state where there is a sizable Hispanic community. Outreach methods include:

- Spanish handbooks, manuals, brochures and knowledge tests
- Public meetings to explain what is involved in driver licensing, obtaining an ID card and registering and titling vehicles
- Utilizing media that is targeted to the Spanish-speaking population
- Information booths at events serving Hispanic communities
- Bilingual customer service representatives for phone centers and field offices
- Presentations at Wisconsin employers, after Spanish-speaking church services, English as a Second Language classes and community centers
- Spanish information and materials on WisDOT's Web site
www.dot.wisconsin.gov/drivers/espanol/indice.htm.

There are plans underway to offer basic Spanish language training to DMV employees. Currently, employees have access to Spanish phrase books, tapes and CD programs to help them assist Spanish-speaking customers.

Help is on the way to many who need to reinstate driving privilege

An innovative and effective program developed by the DMV Compliance and Restoration section and implemented in June 2001 provides driver-licensing information to people who may experience difficulties in applying for a driver license due to language or other socio-economic barriers. The program offers informational presentations in Spanish and English to help people reinstate their driving privilege after a suspension or revocation case and obtain a valid driver license or ID card.

DMV works with the courts and Department of Corrections (DOC)

Every Thursday afternoon, a DMV representative attends pre-trial traffic hearings at the Dane County Circuit Court. Often the Assistant District Attorney will offer to reduce or drop the pending charge if the offender obtains his/her license. The offender can then get driver-licensing requirements "on-the-spot" from the bilingual DMV representative who electronically accesses the driver

records and explains individual reinstatement and driver-licensing requirements one-on-one. The goal is to "nip the problem in the bud" for current or potential repeat offenders. About 30% of the drivers that are helped in this way speak only Spanish.

Every week the Racine County Circuit Court faxes a list of offenders' names and driver license numbers to the Compliance and Restoration Section. A DMV representative

prepares a written report of the individual reinstatement and driver-licensing requirements for each offender and faxes it back to the court for use in the pre-trial hearing.

The Outreach Program presents driver-licensing

information for DOC staff and to groups of offenders to help them reinstate their driving privilege and obtain a valid driver license.

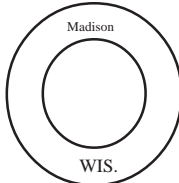
“ We recognize the importance of serving all of our customers, whatever their needs might be. We focus on all areas of communication to reach our Hispanic customers. ”

*Bev Larson,
Acting DMV Division Administrator*

“DMV fast facts” continued from page 1

- | | |
|--|--|
| ✓ Revoked/suspended 403,586 driver licenses | ✓ Processed 2,849,303 requests for driver record abstracts |
| ✓ Reinstated 176,757 driver license withdrawals | ✓ Reviewed 120,223 alcohol and drug cases |
| ✓ Conducted 38,320 medical reviews resulting in the cancellation of 6,347 licenses | ✓ Processed 3,174 aircraft renewals |

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How to contact us

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